



Whole-of-Australian-Government Travel Arrangements Advice 2014/16 – Changes to the Qantas Domestic Ticketing Policy

16 May 2014

Agency Travel Managers

Qantas announced changes to its Domestic Ticketing Policy effective from 1 May 2014.

Under the following circumstances, your TMC will need to re-issue a domestic air ticket for:

1. a change in routing;
2. a change in booking class; or
3. changing the name on the issued ticket.

At the time of re-issuing a domestic ticket, the fare will be re-priced. Where there is an increase in price of greater than \$0.99, the cost will be passed on to the agency. Increases may occur in the fare or ticket tax or if a fare change fee applies.

Where there is a change in flight number, date and/or time, with all other features of the ticket remaining unchanged, the ticket will be re-validated rather than re-issued.

These changes are expected to have a minimal impact on agencies and will be managed by your TMC.

Similar changes were introduced to the International Ticketing Policy in 2010.

If you have any questions or concerns in the first instance please contact your Agency TMC.

Please contact TCMS at tcms@finance.gov.au or (02) 6215 2447 if you require any further information on this advice.